

## CIT Customer Service Report for the Telecommunications Branch



For the period: Sunday, April 01, 2007 12:00:00 AM to Monday, April 30, 2007 11:59:59 PM

Snapshot Date: 5/1/2007 6:30:09 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	To Close
<b>Telecommunications</b>											
Circuits	2	0	0	2	1	0	1	1	0	1	2
Conferencing	10	0	0	1	0	0	0	6	0	5	5
Coverage	1	0	0	0	0	0	0	1	0	0	16
DELPRO	7	0	0	260	0	0	135	3	0	129	0
General Info	46	0	0	6	1	0	4	27	0	20	5
New Request/Termination	3	0	0	1	0	0	2	1	0	1	1
NIH Directory	2	0	0	6	0	0	4	2	0	2	2
Operator Services	2	0	0	2	1	0	2	1	0	0	2
Phones/Accessories	49	0	0	73	0	0	14	34	0	74	2
Repair	3	0	0	0	0	0	0	0	0	3	0
Repairs	56	0	0	283	0	0	223	49	0	67	1
Residential Services	0	0	0	1	0	0	0	0	0	1	0
TSR	68	0	0	552	0	0	182	56	0	382	1
User Change	1	0	0	0	0	0	0	1	0	0	14
Verizon Phone Book	1	0	0	0	0	0	0	1	0	0	4
Voice Mail	37	0	0	2	1	0	1	29	0	8	4
Web Work	0	0	0	3	0	0	0	0	0	3	0

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<b>Grand Total:</b>	<b>288</b>	<b>0</b>	<b>0</b>	<b>1192</b>	<b>4</b>	<b>0</b>	<b>568</b>	<b>212</b>	<b>0</b>	<b>696</b>	<b>1</b>
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**Total Tickets Closed: 908**

**Total Tickets Assigned/Pending/Checked Out: 572**

**Total Tickets Created: 1480**